



TNRCC REGULATORY GUIDANCE

Water Utilities Division
RG-247
August 1996

512/239-6960
FAX 512/239-6972

SUBJECT: Referral Sources for Utility Customers and Utilities

Agency or Organization	Phone No.	What They Do
American Water Works Association (AWWA) 6666 West Quincy Ave., Denver, Co. 80235-3098	800/366-0107	Technical assistance hotline
Association of Water Board Directors 8558 Katy Frwy., Ste. 119, Houston 77024	713/932-0122	Technical training for water districts
Attorney General—Energy Environmental Citizen Assistance Center Open Records (Meetings)	512/463-2003 463-2012 463-2007 478-OPEN	
Austin-Area Utilities- Diane White	512/322-2730	Which utility serves property near Austin?
Civil Rights Commission, U.S. Dept. of Justice 1200 Main Tower, Ste. 2250, Dallas 75202	214/767-3936	Housing and employment discrimination
Community Resources Group 7701 North Lamar, Suite 503, Austin 78752	512/454-1033	Funding and technical assistance, small communities
EPA—Environmental Protection Agency 1445 Ross Ave., Ste. 1200, 6WQ-SP, Dallas 75202	214/665-7155	Federal requirements under Safe Drinking Water and Clean Water acts
Farmers Home Administration, U.S. See Rural Economic and Community Development Service		Funding for WSCs, districts, cities
Field Operations Division, TNRCC 512/239-0400 TNRCC Regional Offices 1. Amarillo: 806/353-9251 2. Lubbock: 806/796-7092 3. Abilene: 915/698-9674 4. Arlington: 214/283-3703 5. Tyler: 903/566-0476 6. El Paso: 915/778-9634 7. Odessa: 915/362-6997 8. San Angelo: 915/655-9479 9. Waco: 817/751-0335 10. Beaumont: 409/898-3838 11. Austin: 512/339-2929 12. Houston: 713/767-3650 13. San Antonio: 210/490-3096 14. Corpus Christi: 512/980-3100 15. Harlingen: 210/425-6010 Lab - Houston: 713/457-5229		
Geological Survey, U.S. , Water Resources Division, 8011 Cameron Rd., Bldg. A, Austin 78753	512/873-3000	Collects and evaluates data on quantity, quality, and use of water resources
Groundwater and Drinking Water Hotline, EPA	800/426-4791	
House of Representatives, Texas P.O. Box 2910, Austin 78768-2910	512/463-0845	
House of Representatives, U.S. The Capitol, Washington, DC 20515	202/225-4865	
Housing and Urban Development, U.S. Dept. of	800/669-9777	Fair housing rights
Housing and Community Affairs, Texas Dept. of	512/475-3800	Community development funding

Texas Natural Resource Conservation Commission • PO Box 13087 • Austin, Texas • 78711-3087

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Human Rights, Texas Commission on 6330 Hwy. 290 E., Suite 250, Austin 78753	512/437-3450	Investigates housing and employment discrimination
Human Services Headquarters, Texas Dept. of 701 W. 51st., Austin 78751	512/438-3011	TDHS regional office name, number
Independent Water & Sewer Companies of Texas, Inc 6101 W. Courtyard Drive, Suite 221, Austin 78730	512/346-8242	Investor-owned utility trade group
Lawyer Referral Service of Travis County 700 Lavaca St., Austin 78701	512/472-8303	Legal representation (half-hour of lawyer consultation costs \$15-\$20)
Legal Aid Society of Texas 205 W. 9th, Austin 78701	512/476-7244	Legal services to lower-income clients
Legal Hotline for Older Texans 815 Brazos, Ste. 1100, Austin 78701	800/622-2520 512/477-3950	Texans over 60
Legal Hotline, Women's Advocacy Project	800/777-FAIR (3247)	
Municipal League, Texas	512/320-1325	Questions about cities
Natural Resource Information Systems, Texas	512/463-8058	Clearinghouse for Texas natural resource data
Public Utility Commission	512/458-0100	Electric, phone utilities
Rural Economic and Community Development Svc 101 S. Main, Fed. Bldg., Rm. 102, Temple 76501	817/774-1306	Funding for water and wastewater facilities
Rural Water Association, Texas 1616 Rio Grande St., Austin 78701-1122	512/472-8591	Technical assistance to members, questions about WSCs
Secretary of State —Elections Corporate Records	800/252-8683 512/463-5555	Questions about water districts elections Questions about corporate filings
Senate, Texas P.O. Box 12068, Austin 78711	512/463-0005	
Senate, U.S. The Capitol, Washington, DC 20515	202/224-5922	
TEEX (Texas Engineering Extension Service, A & M)	409/845-6246	Operator training
Tenants Union, Texas	214/823-2733	Tenant-landlord rights
Tex-A-Syst , (Texas Agricultural Extension Service)	409/845-2425	Wellhead protection program for private wellowners
Water Utilities Association, Texas	512/459-3124	Technical training and certification information, trade association
Water Development Board, Texas	512/463-7847	Financial assistance programs
Water Utilities Division MC 152, TNRCC, P. O. Box 13087, Austin, Texas 78711 Public Drinking Water, MC 155 District Administration, MC 152 Utility Rates and Services, MC 153	512/239-6096 239-6020 239-6167 239-6960	
Water Well Drillers Board, Texas MC 178 P.O. Box 13087, Austin 78711-3087	512/239-0530	Water well driller licensing

This list is for general information only and should not be considered an endorsement, sponsorship, or recommendation for the services provided by those listed. Please send comments or suggestions for this guide to Consumer Assistance at the address shown for the Water Utilities Division.